



- Q1. 4.2.6.1, page 28, Legal Status Form:** Does the Taxpayer I.D. form that we complete serve this purpose, or is this referring to a different document?
- R1. The legal status form is issued by the IRS and indicates the organization/business type and it includes the FEIN.**
- Q2. 5.0, page 29, Cost Proposal:** There is a statement at the close of this section *"Note: A fixed rate is specified in this RFP document for provision of services, any proposal submitted exceeding the fixed rate will be deemed non-responsive and no further consideration will be given."* Please clarify. We did not find an amount for a fixed rate mentioned in the RFP.
- R2. Disregard, this is not a "fixed rate" procurement.**
- Q3. 4.2.5.1.2, page 25, References:** Is the Department still holding to the stated requirement that providers can not use county or state DHR staff as references, although this may be the only other entity with which we do business?
- R3. You may list county or state staff but they can not provide a letter of support.**
- Q4. 4.2 Proposal Format, page 24:** There is a statement in this section that reads "Paragraphs must be double-spaced." Does this mean that each line within the paragraph must be double-spaced, or does this mean that the spacing between paragraphs must be double-spaced?
- R4. Double space between paragraphs.**
- Q5. 3.6 WRAPAROUND SERVICES SERVICE REQUIREMENTS, page 18.** The second sentence in first paragraph reads "The Wraparound Team staff will be housed in a limited number of offices at the Department". Is this referring to the provider's wraparound team? If "yes", does this mean that the provider's wraparound team will work from Shelby DHR and the provider team will not be allowed to work from an office in Jefferson County that the provider may have available?
- R5. Shelby DHR has no office space to house the Team.**
- Q6.** Could you please tell us if this service is a newly funded service or if there is a provider currently providing these services in Shelby County?
- R6. There is a provider currently providing these services in Shelby County.**
- Q7.** Section 3.0, Page 15 - The RFP requires that the vendor be fully operational on October 1, 2007. The RFP also states that DHR intends to notify providers of their selection on September 21, 2007. How could a new provider possibly recruit and train up to 6 new staff members between the time they are notified of an award and the project start date? Will the Department consider a proposal that outlines a reasonable timeline to put the required staff in place once an award is made or does



the Department wish to see agencies interested in providing the services hire and train staff prior to an award being made in the hopes that they will receive an award?

R7. The contract start date has been changed. Please refer to Amendment #1 under the RFP link on the Department's web site at www.dhr.state.al.us.

Q8. The Number of Staff requirements listed in Section 3.2 on Page 16, mentions that the Supervisor and Caseworker positions must be fully dedicated to the program, but the requirements for the Clerical Worker, Family Support Worker and Transportation Specialist do not specifically say 1 FTE, just 1 worker. Under the staffing model described in Sections 3.1 and 3.2, Pages 15 and 16, can the same person function in multiple roles on the team, i.e. Family Support Worker and Transportation Specialist?

R8. We are willing to consider what has been successful in the past.

Q9. Section 3.3, Page 16. The RFP states that the team will service a minimum of 30 individuals or families. Does that mean 30 individuals or families on active caseloads at any time (thereby implying serving many more than 30 individuals or families over the course of a year) or does that mean 30 individuals or families over the course of a year?

R9. 30 per year.

Q10. Section 3.6, Page 18. Could you please clarify what DHR will be making available in regard to office space for the Provider's staff? Does this include desks, file cabinets, space for client file storage, access to copy machines, etc.? In addition, would the DHR office space be in Columbiana or in multiple sites?

R10. There is no office space at Shelby DHR

Q11. Will the resulting contract be viewed as a cost reimbursement contract or a fee-for-service contract?

R11. It is fee for service based on an agreed upon budget.

Q12. Appendix E, Fixed Rate Budget. The fixed rate page shows the calculation consisting of the daily rate per unit times the number of days equaling the total cost. It is not clear how this formula takes into account the number of clients/families per day. If the expected caseload size is 30 families per day, then it appears that there should be another column in that formula that accounts for the Provider receiving 30 times the daily unit rate. Is it correct that the billing unit will be a per family, per day unit rate?

R12. Based on 15 at any one time.

Q13. Section 5.0 Cost Proposal, Page 29. Would the completion of Appendix E satisfy the requirements for submission outlined in Section 5.0, page 29 for an explanation of what costs make up the costs of the program?



R13. Vendors are required to complete Appendix E and also provide a brief explanation of what items make up the costs of their program and percentage of those expenditures to total costs.

Q14. Section 3.0 PROGRAMMATIC INFORMATION (page 15)
The RFP states, "Services must be provided to families and children daily." For clarification, does the 24-hour/365 days on-call requirement cover for this daily requirement?

R14. The ISP will drive the amount of time the family is visited. The Team will be available as necessary 24 hours/7 days a week.

Q15. Section 3.1 STAFF QUALIFICATION REQUIREMENTS (page 15)
The RFP lists the staffing qualifications for the Wraparound Team. However, can the department further define the individual job responsibilities/roles of each member of the team?

R15. A supervisor who will do counseling; 2 BSW social workers who will do casework, one transportation aide who will do transportation and one clerical who will do all clerical functions for the Team.

Q16. If a provider can accomplish the goals and outcomes expected of the wraparound team by using a different staffing structure that has more than ten years of support to show its effectiveness, can the provider propose this different type of staffing structure?

R16. Yes

Q17. Section 3.2 NUMBER OF STAFF (page 16)
Can a provider propose an evidence-based program with a slight variation to the number and roles of the staff presented in the RFP?

R17. Yes

Q18. Section 3.3 STAFFING AND CASELOAD RESTRICTIONS (page 16)
The RFP states that a minimum of thirty (30) families will be served by the wraparound team. Is this minimum of thirty per contract year or over the whole course of the two-year contract period? Also, is there an anticipated length of stay for families while in the program, and is there a Department expected maximum amount of families that will be served by the wraparound project?

R18. 15 families at any given time and at least 30 families to be served in a year.

Q19. The RFP states that there is no restriction on caseload size. Just to clarify in the context of this sentence, does this mean no restriction is placed on the number of cases the supervisor may be assigned or there is no restriction on the number of cases the entire wraparound team may be assigned?

R19. The expectation is that up to 15 families will be served at any given time based on the intensity of the cases.



Q20. Section 3.6 WRAPAROUND SERVICES SERVICE REQUIREMENTS (page 18)
The RFP states, "The Wraparound Team staff will be housed in a limited number of offices at the Department." If a vendor has an established office providing services in the county and surrounding areas currently, will they still be housed in the Department? And if so, is a rent payment required?

R20. Vendor needs to have own office space.

Q21. In EE. on page 21, The RFP states that the vendor will assist in administering the Department's Quality Assurance component. Just for further understanding, what is involved and required for this process?

R21. The Team will be cognizant of the 50 Indicators that drive good practice.

Q22. In XX. on page 22, The RFP mentions a requirement of administering outcome data every ninety (90) days. Does this process happen while the child is currently enrolled in the program and/or is this outcome data also required after discharge? Also, what specific outcome measuring tools will be required for the collection of this data?

R22. Determined based on the needs of the county.

Q23. Section 1.3, page 7 – Contract Term: Why is the contract term for only two years, when all other recent DHR RFPs stipulated a three-year term?

R23. All contract opportunities are unique to the issuing division, services sought, legislation and funding availability.

Q24. Section 3.0, page 15 – Programmatic Information: This paragraph states that services will be to "families who have an open Child Protective Services case...". However, in Section 3.5, page 16, first paragraph, second sentence, the RFP states that DHR must document "that the family is being referred for either prevention or placement or for assistance with re-unification". Please reconcile the two statements, and clarify the circumstances in which a family will be referred to the Wrap program.

R24. All cases are open CPS/FC cases with the goal of either preservation or reunification.

Q25. Section 3.0, page 15 – Programmatic Information: The RFP here states that "services must be provided to families and children daily". Shouldn't the services be on a needs basis rather than a prescriptive basis, guided by the ISP? In Section 3.9, page 22, first sentence, the RFP states "ISP needs will drive service delivery." Please reconcile the statement in Section 3.0 with the statement in Section 3.9.

R25. The ISP will drive the frequency of contacts.

Q26. Section 3.3, page 16 – Staffing and Caseload Restrictions: The RFP states that "(t)he Wraparound Team will service a minimum of thirty (30) individuals or families



based on the needs identified in the Individualized Service Plan (ISP) process.” Does this mean that DHR is requesting services for 30 slots? Or does it mean that DHR expects the Vendor to serve a minimum of 30 families during each year of the contract?

R26. DHR expects the Vendor to serve a minimum of 30 families per year.

Q27. Section 3.3, page 16 – Staffing and Caseload Restrictions: In the second sentence, the RFP states that the supervisor will “provide supervision and support to the case manager...and drive...” Is this a typo? Should this be “driver”? Please clarify.

R27. Yes, it should read and driver.

Q28. Section 3.5, page 16 – Service Delivery: In paragraph 1, the RFP states that “(a)dmisions are denied only if there are no available slots, warranting placement on a waiting list.” Does this mean that the Vendor must accept clients who are psychotic, actively addicted, or engaging in other severely inappropriate behavior? Please clarify the possible exclusion criteria, as well as inclusion criteria, and at what point more severely disturbed or acting out individuals would be placed in more restrictive environments.

R28. Appropriate referrals will be negotiated if there is a difference of opinion as to the appropriateness of a particular referral.

Q29. Section 3.6, page 18 – Wraparound Services Service Requirements: In the italicized information opening this section, the RFP states that “...staff will be housed...at the Department.” Please explain the reasoning for this stricture, and how the Department perceives it as advantageous to service delivery. This model has been used in the past, and it is this Vendor’s experience that issues with security, hours of service, HIPAA confidentiality and other concerns made the office sharing highly problematic. This Vendor would prefer to provide office space for its Wraparound staff. Please discuss under what conditions this would be possible.

R29. Refer to R5.

Q30. Section 4.2.5.3.4, page 27 – Office Location: In this section, the RFP states that “(t)he Vendor must provide the physical address of the Vendor’s office that will be responsible for maintaining records and performing services...” However, earlier the RFP (Section 3.6, page 18) states that Vendors must provide services from a base in DHR’s local offices. To be effective and efficient, the Vendor needs to provide services out of the same offices where the Vendor’s records are located. This would need to be the Vendor’s administrative headquarters, to ensure assiduous application of HIPAA requirements. Please clarify.

R30. WRAP Team needs to have their own office space.

Q31. Section 5.0, page 29 – Cost Proposal: Determining a daily rate can be difficult, given the unpredictability of a family’s needs and of the aggregate of all current client needs as they shift, surge and ebb from day to day. A monthly rate is much more



representative of range of services. May Vendors submit a monthly rate rather than a daily rate for this RFP, as has been the case in other recently released RFPs?

R31. You may arrive at a daily rate by dividing your monthly estimate by 30 days.

Q32. Section 5.0, page 29 – Cost Proposal: In the italicized note at the bottom of this section, the RFP states “A fixed rate is specified in this RFP document for provision of services, any proposal submitted exceeding the fixed rate will be deemed non-responsive and no further consideration will be given.” The Vendor has reviewed this document several times, and has digitally searched it for the word “rate”, and has not found any actual dollar amount identified as a “fixed rate”. What “fixed rate” does the Note refer to? Please clarify, and if there is a cost threshold which Vendors must not exceed, please identify specifically and clearly what that threshold is.